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The Case of the Disappearing Documents: the Capture and Curation of Current University Records

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Agenda

- Context
- What we did
- Results
- Next steps
- Key learning points



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Policy and Planning Department



- Supports Principal, University Secretary & Academic Registrar
- 45 staff
- Includes Records Management Section
- Only part of University to receive direct records management services

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Records Management Arrangements

- Traditional paper-based registry
 - Where the old records go
- MS Office
- Decline in recordkeeping culture
 - Volume of records for filing had plummeted
 - Local files
 - New staff not using registry
 - Records electronic, not paper
 - Website filing

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Project requirements

- Critical records captured
- All records accessible to Principal/University Secretary
- Systems that support current business activities
- No cost involved
- Demonstrator project

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New filing scheme

- For paper & electronic records
 - For work in progress as well as current records
 - Electronic folders on shared drive
 - File naming conventions
 - Document templates
- Retention schedule
 - Records destruction procedures
- Clear out your records weeks

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Coming up

- Access restrictions
 - Paper easily protected
 - Electronic records more difficult
- Vital records
 - Scanning business critical paper records
- Digital preservation for records needed for more than 10 years

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Our approach

- Board & customer team
- Detailed consultation in early stages
- “Bite size” training sessions
- Step-by-step user manual
- Detailed internal procedures
- Coaching
- Careful monitoring and QA



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Results

- Gradual progress
- Good response to functional filing scheme
- Volume of paper records unchanged
 - But users have changed
- Similar volumes of electronic records also being filed
 - But different records
- More information being deleted

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Next steps

- Monitor usage of new systems
 - Identify areas for further development
 - Coaching for low users
- Set up templates etc as default option
- Records database
 - Everything to date delivered using spreadsheets and web pages
- More training on advanced aspects of system

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Key learning points

- Management buy in critical
- Reliant on co-operation of individuals
 - Make things as little work as possible
 - “Personal touch”
- Access issues core to acceptance
- Demonstrates benefits of an EDRMS

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